

## CLAIMS

1. A method of softening water in a ware washing machine,  
5 wherein hard water is contacted with a water insoluble product added to the ware washing machine, the product containing a water-softening agent able to bind calcium ions, characterised in that the product has a different appearance after being contacted with the hard water than  
10 before the product is contacted with the hard water.
2. A method as claimed in claim 1, wherein the machine is a clothes washing machine.
- 15 3. A method as claimed in any preceding claim, wherein the product is a sachet.
4. A method as claimed in any preceding claim, wherein the water-softening agent is water-insoluble.  
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5. A method as claimed in claim 4, wherein the water-softening agent is retained in the product throughout the method steps.
- 25 6. A method as claimed in either claim 4 or claim 5, wherein the water-softening agent is a cation exchange resin.
7. A method as claimed in any preceding claim, wherein  
30 the product changes shape or size.

8. A method as claimed in any claim from 1 to 6, wherein the product changes opacity.

9. A method of providing improved cleaning in a clothes  
5 washing machine, wherein a product containing a substantially water-insoluble water softening agent is located in the machine such that hard water flows through the product, thereby effecting the softening of the water in the machine characterised in that the product has a  
10 different appearance before being contacted with the hard water than after the product is contacted with the hard water.

10. A method as claimed in any preceding claim wherein the  
15 product has an enclosing wall to retain the water-softening agent and the wall being permeable to the water and to components dissolved therein.

11. A water softening product having an enclosing wall and  
20 containing a water-softening agent able to bind calcium ions, the wall permeable to the water and to components dissolved therein, characterised in that the product has a different appearance after being contacted with the hard water than before the product is contacted with the hard  
25 water.